

Trace the user's journey

One workflow. Clear steps. Visible hand-offs.

User / goal / trigger

What does the user already know? What do they need to learn?

Map three important steps.

Step / action	What must be clear?	Feedback / state	Who acts next?
1.			
2.			
3.			

At each hand-off: show the stage, responsible role, when an update is expected and whether the user needs to act.

Map failure to intervention

Try the journey when something goes wrong.

Failure / interruption / missing information

What will the user see? What might they misunderstand?

Recovery action and how their work is preserved

Final outcome: what succeeded, failed or remains pending?

Next owner / expected update / escalation if overdue

One improvement / owner / evidence that it works